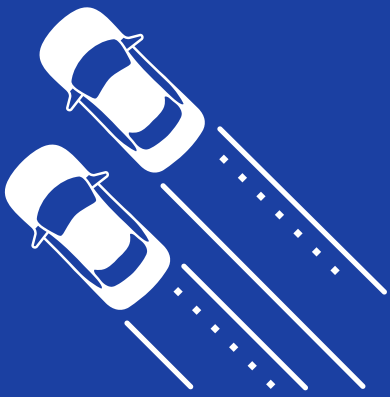


The ADA and Rideshare Transportation

What Riders with Disabilities Should Know

UBER AND LYFT



People with **disabilities** rely on rideshare apps more than people without disabilities. Riders report challenges with Uber and Lyft.

DISCRIMINATION

Riders report disability **discrimination** based on:

- Having folding wheelchairs or service animals
- How long it takes them to get into a vehicle
- Lack of accessible vehicles



MOBILITY DEVICES

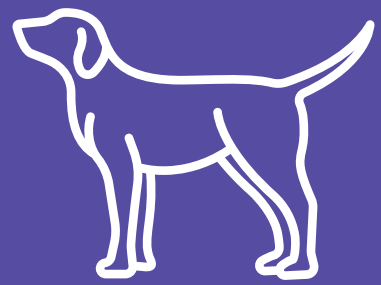


Folding wheelchairs and walkers should be **allowed** in rideshare vehicles. Drivers are trained to ask before handling mobility devices.

SERVICE ANIMALS

Drivers may only ask:

- 1) Is the animal a service animal?
- 2) What **work or task** has it been trained to perform?



Service animals can travel on the floor or handler's lap, not the seats. Emotional support animals are not accommodated. Riders should not be denied a ride or **charged** a cleaning fee.

WAIT TIME FEES

Riders with disabilities might be charged for **extra time** to get into vehicles.

Uber and Lyft both allow riders to self-certify as having disability to get a refund or credit for these fees



WHEELCHAIR ACCESSIBLE VEHICLES (WAV)

Wheelchair **accessible** vehicles to accommodate larger and heavier mobility devices.

UberWAV and Wheelchair Rides (Lyft) offered in select cities.

Requesting expanded location access is unlikely.



IN-APP ACCESSIBILITY



Text messaging and haptic notifications allows users with sensory disabilities their **preferred** communication method.

"WHAT CAN I DO IF I EXPERIENCE DISCRIMINATION?"

FILE COMPLAINT WITH COMPANY

Uber and Lyft give the ability to file complaints **within** their apps. Drivers can be disciplined and riders can be given refunds or credits.



ARBITRATION

Uber and Lyft users agree to an arbitration provision when signing up for the apps.

Requires users to waive their rights to a jury trial.

Arbitration can still lead to **relief**

- \$324,000 awarded to a woman who was refused service multiple times based on having a service animal.

DEPARTMENT OF JUSTICE



File a formal complaint with the DOJ. The DOJ has sued Uber for **systematic** disability discrimination before.

Questions? Call or email us!

800.949.4242

email@rockymountainada.org



For more detailed information:
<https://rmad.ac/ride>

The Rocky Mountain ADA Center is not an enforcement agency, nor does it provide advocacy services. The information and materials provided by the center are intended solely as informal guidance and are not a determination of your legal rights or responsibilities. All communication with the center is strictly confidential.

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